## **Norfolk Insider**

City of Norfolk, NE

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## "New City of Norfolk Phone System"



City of Norfolk employees recently underwent training to learn how to operate new phones which replaced office phones last installed in 2002. The new phone system which includes a central control unit, voice mail server, redundant hard drives and power supplies, software, 189 phones, 17 adapters, software, installation, training, and a six year extended warranty cost \$99,086 which was much less than the \$150,000 budgeted for the system.

Jim McKenzie, City of Norfolk Information Systems Manager, said the new phone system is like the old one in that it operates over Voice Over Internet Protocol (VOIP).

"In 2002 we took out 70 phone lines that were wired into the various City of Norfolk buildings and replaced them with a VOIP system where calls within the City divisions use the city wide fiber optic network. Using the network to make calls between, for example, the City Administration offices and the Water Division greatly reduces the need for external phone lines. We were able to go from 70 lines to a single 23 channel T1 and greatly reduced our phone bills," McKenzie said.

The new phones feature a larger graphic display and easier-to-use conference, transfer and voicemail features.